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1 [WorkFlow systems: a few definitions and a few suggestions](#)



Paulo Barthelmess, Jacques Wainer

 August 1995 **Proceedings of conference on Organizational computing systems**

Publisher: ACM Press

Full text available: pdf(1.02 MB)

 Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper hopes to make a contribution on three aspects of workflow systems: we stress the fact that there is a broken symmetry between the level of the specification of the procedures and the level of their enactment; we propose some ways of classifying activities and exceptions; and we propose some run-time functionalities to help users deal with exceptions.

2 [Freeflow: mediating between representation and action in workflow systems](#)



Paul Dourish, Jim Holmes, Allan MacLean, Pernille Marquardsen, Alex Zbyslaw

 November 1996 **Proceedings of the 1996 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(1.13 MB)

 Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: constraints, dependencies, process description, process support, temporal organisation, workflow

3 [Goals and processes: a task basis for projects and workflows](#)



Noël Craven, Dirk Mahling

 August 1995 **Proceedings of conference on Organizational computing systems**

Publisher: ACM Press

Full text available: pdf(992.67 KB)

 Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper focuses on the set of group endeavors that exists within the structure of an organization. The environment in which organizations exist is becoming increasingly dynamic. Cooperative tasks are increasing and workgroup computing is becoming more pervasive. There are computer-mediated tools and systems to support organizations' coordination of group endeavors. These systems, however, are incomplete and therefore do not adequately give organizations the flexibility that a dynamic env ...

4 Simple, but cumbersome



Kari Thoreson

August 1997 **Proceedings of the conference on Designing interactive systems: processes, practices, methods, and techniques**

Publisher: ACM Press

Full text available: pdf(1.06 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

Keywords: flexibility, grounded theory, navigation, use, work practice



5 Getting some perspective: using process descriptions to index document history



Paul Dourish, Richard Bentley, Rachel Jones, Allan MacLean

November 1999 **Proceedings of the international ACM SIGGROUP conference on Supporting group work**

Publisher: ACM Press

Full text available: pdf(1.53 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Process descriptions are used in workflow and related systems to describe the flow of work and organisational responsibility in business processes, and to aid in coordination. However, the division of a working process into a sequence of steps provides only a partial view of the work involved. In many cases, the performance of individual tasks in a larger process may depend on interpretations and understandings of how other aspects of the work were conducted. We p ...

Keywords: awareness, process execution, process modeling, visualisation, workflow



6 Experiments with Oval: a radically tailorable tool for cooperative work



Thomas W. Malone, Kum-Yew Lai, Christopher Fry

April 1995 **ACM Transactions on Information Systems (TOIS)**, Volume 13 Issue 2

Publisher: ACM Press

Full text available: pdf(2.54 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

This article describes a series of tests of the generality of a "radically tailorable" tool for cooperative work. Users of this system can create applications by combining and modifying four kinds of building blocks: objects, views, agents, and links. We found that user-level tailoring of these primitives can provide most of the functionality found in well-known cooperative work systems such as gIBIS, Coordinator, Lotus Notes, and Information Le ...

Keywords: computer-supported cooperative work, end-user programming, groupware, radical tailorability



7 E-government services and policy track: Managing inter-organisational workflows in



eGovernment services

Devendra K. Punia, K. B. C. Saxena

March 2004 **Proceedings of the 6th international conference on Electronic commerce ICEC '04**

Publisher: ACM Press

Full text available: pdf(130.20 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)



E-government refers to the use of ICTs to promote more efficient and effective government services, allow greater public access to information and make government more accountable to citizens. Though e-government initiatives are common in most countries, getting the claimed benefits of e-government has not been easy for various technological as well as organisational reasons. In addition to government structures and ICT systems, government processes have played a very significant role in bringin ...

Keywords: coordination, eGovernment applications, modelling, performance and design

8 The University of New Brunswick's pilot for an electronic theses and dissertation program



Janice El-Bayoumi, Lisa Charlong

September 2003 **Proceedings of the 31st annual ACM SIGUCCS conference on User services**

Publisher: ACM Press

Full text available: pdf(215.37 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

In November 2002, the University of New Brunswick and UNB's Graduate Student Association (GSA) began an Electronic Thesis and Dissertation (ETD) pilot program. An ETD is an electronically published thesis or dissertation. By publishing ETDs on the web, a student's work is easily and quickly accessible to the research community. UNB's pilot was based on information obtained from the National Digital Library of Theses and Dissertations, discussions with universities participating in ETD programs, ...

Keywords: ETD, digital dissertations, dissertation, electronic publishing, thesis

9 Business processes and conversations: CTR-S: a logic for specifying contracts in semantic web services



Hasan Davulcu, Michael Kifer, I. V. Ramakrishnan

May 2004 **Proceedings of the 13th international World Wide Web conference on Alternate track papers & posters**

Publisher: ACM Press

Full text available: pdf(189.29 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

A requirements analysis in the emerging field of *Semantic Web Services* (SWS) (see <http://daml.org/services/swsl/requirements/>) has identified four major areas of research: intelligent *service discovery*, automated *contracting of services*, *process modeling*, and *service enactment*. This paper deals with the intersection of two of these areas: process modeling as it pertains to automated contracting. Specifically, we propose a logic, called *CTR-S*, which captures the ...

Keywords: contracts, services composition, web services

10 Database research: achievements and opportunities into the 1st century



Avi Silberschatz, Mike Stonebraker, Jeff Ullman

March 1996 **ACM SIGMOD Record**, Volume 25 Issue 1

Publisher: ACM Press

Full text available: pdf(1.11 MB) Additional Information: [full citation](#), [citations](#)

11 The eXtensible Rule Markup Language

Jae Kyu Lee, Mye M. Sohn



May 2003 **Communications of the ACM**, Volume 46 Issue 5

Publisher: ACM Press

Full text available: pdf(214.70 KB)
 html(31.16 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

XRML explicates the rules implicitly embedded in Web pages, enabling software agents to process the rules automatically.

12 Providing transactional properties for migrating workflows

October 2004 **Mobile Networks and Applications**, Volume 9 Issue 5

Publisher: Kluwer Academic Publishers

Full text available: pdf(138.89 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Current workflow management systems have several limitations that need to be addressed by the research community. This paper deals with two of them: the lack of flexibility necessary in a changing business environment, and the lack of transactional guarantees for workflow applications.

To handle the dynamic character of current business environments and processes, we have proposed the Migrating Workflow Model. A migrating workflow transfers its code (specification) and its execution st ...

Keywords: migrating workflows, mobile environment, transactions, workflows

13 Phone-based CSCW: tools and trials



Paul Resnick

October 1993 **ACM Transactions on Information Systems (TOIS)**, Volume 11 Issue 4

Publisher: ACM Press

Full text available: pdf(1.69 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Telephones are the most ubiquitous, best-networked, and simplest computer terminals available today. They have been used for voice mail but largely overlooked as a platform for asynchronous cooperative-work applications such as event calendars, issue discussions, and question-and-answer gathering. HyperVoice is a software toolkit for constructing such applications. Its building blocks are high-level presentation formats for collections of structured voice messages. The presentation formats ...

Keywords: application generator, cooperative work, groupware, interactive voice response, phone-based interface, semi-structured messages, telephone bulletin board, voice mail

14 Process-oriented approach for role-finding to implement role-based security



administration in a large industrial organization

Haio Roeckle, Gerhard Schimpf, Rupert Weidinger

July 2000 **Proceedings of the fifth ACM workshop on Role-based access control**

Publisher: ACM Press

Full text available: pdf(101.78 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

In this paper we describe the work in progress with a process-oriented approach for role-finding to implement Role-Based Security Administration. Our results stem from using a recently proposed role model and procedural model at Siemens AG ICN, a large industrial organization. The core of this paper presents the data model, which integrates business processes, role based security administration and access control. Moreover, a structured


top-down approach is outlined which is the ...

Keywords: access control, authorizations, business processes, enterprise process modeling, heterogeneous systems, role based access control, security administration, security data models, security management, security models, single point of administration and control

15 The envoy framework: an open architecture for agents

 Murugappan Palaniappan, Nicole Yankelovich, George Fitzmaurice, Anne Loomis, Bernard Haan, James Coombs, Norman Meyrowitz
July 1992 **ACM Transactions on Information Systems (TOIS)**, Volume 10 Issue 3

Publisher: ACM Press

Full text available:  pdf(2.47 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


The Envoy Framework addresses a need for computer-based assistants or agents that operate in conjunction with users' existing applications, helping them perform tedious, repetitive, or time-consuming tasks more easily and efficiently. Envoys carry out missions for users by invoking envoy-aware applications called operatives and inform users of mission results via envoy-aware applications called informers. The distributed, open architecture developed for Envoys is derived from an analysis of ...

Keywords: application programmer interface, user agent

16 Models for supporting the redesign of organizational work

 Eric S. K. Yu
August 1995 **Proceedings of conference on Organizational computing systems**

Publisher: ACM Press

Full text available:  pdf(1.20 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many types of models have been proposed for supporting organizational work. In this paper, we consider models that are used for supporting the redesign of organizational work. These models are used to help discover opportunities for improvements in organizations, introducing information technologies where appropriate. To support the redesign of organizational work, models are needed for describing work configurations, and for identifying issues, exploring alternatives, and ...

17 The social life of engineering authorizations

 William A. Stubblefield, Karen S. Rogers
August 2000 **Proceedings of the conference on Designing interactive systems: processes, practices, methods, and techniques**

Publisher: ACM Press

Full text available:  pdf(633.38 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We may view documents, not only as containers for information, but also as active participants in organizing and sustaining communities. This paper discusses our experiences in designing a web-based tool for writing and managing engineering authorizations, and the social perspectives influence on our understanding of the problem and the design of our system. It presents observations based on our fieldwork with users, and the evaluation of a set of prototype systems. It shows how these obs ...

Keywords: community, design ethnography, documents, metaphor, system design

18 Putting innovation to work: adoption strategies for multimedia communication systems



Ellen Francik, Susan Ehrlich Rudman, Donna Cooper, Stephen Levine
December 1991 **Communications of the ACM**, Volume 34 Issue 12

Publisher: ACM Press

Full text available: pdf(4.59 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#), [review](#)

Multimedia communication systems promise better support for widely distributed workgroups. Their benefits for complex communication—problem-solving, negotiating, planning, and design—seem obvious, introducing appealing new technologies into the marketplace, however, can require years of investment [13, 22]. In particular, finding productive uses for new systems takes time. Adoption strategies are needed to guide and accelerate the process.

Keywords: Adoption, CSCW, Freestyle, computer-supported cooperative work, implementation



19 Evaluation methods: Situating evaluation in scenarios of use



Steven R. Haynes, Sandeep Purao, Amie L. Skattebo
November 2004 **Proceedings of the 2004 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(374.74 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We report on the use of scenario-based methods for evaluating collaborative systems. We describe the method, the case study where it was applied, and provide results of its efficacy in the field. The results suggest that scenario-based evaluation is effective in helping to focus evaluation efforts and in identifying the range of technical, human, organizational and other contextual factors that impact system success. The method also helps identify specific actions, for example, prescriptions ...

Keywords: CSCW, computer-supported cooperative work, evaluation, scenario-based evaluation



20 Enterprise Role Administration: Cooperative role-based administration



Horst F. Wedde, Mario Lischka
June 2003 **Proceedings of the eighth ACM symposium on Access control models and technologies**

Publisher: ACM Press

Full text available: pdf(308.30 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

In large organizations the administration of access privileges (such as the assignment of an access right to a user in a particular role) is handled cooperatively through distributed administrators in various different capacities. A quorum may be necessary, or a veto may be possible for such a decision. In this paper we present two major contributions: We develop a *Role-Based Access Control* (RBAC) approach for specifying distributed administration requirements, and procedures between administrators ...

Keywords: Petri-Nets, composability, modularity, work-flow



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